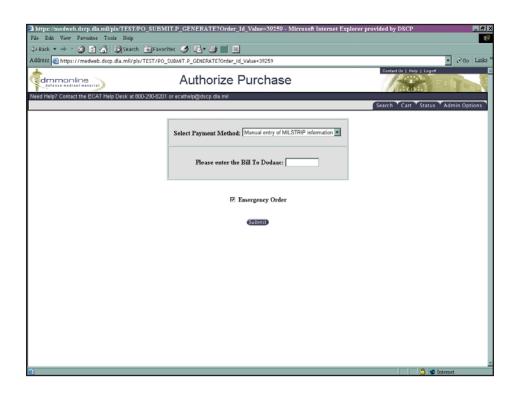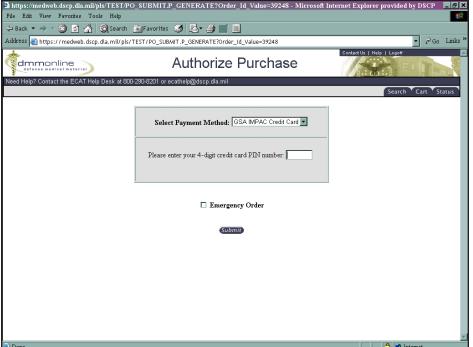## B.1 What constitutes an Emergency Order?

An **Emergency Order** is an order that a customer must have delivered earlier than the normal delivery time the supplier is contracted to perform.

B.2 Access the Emergency Orders screen

The **Emergency Orders screen** is accessed by clicking the **Purchase** button on the **Shopping Cart** screen. This brings up the **Authorize Purchase** page, where the **Emergency Order** check box is located. The appropriate payment method will appear automatically: either credit card or MILSTRIP. If you are a credit card user, you must enter your PIN number, and if you are a MILSTRIP user, you must enter the appropriate DODAAC. Then click on the check box next to **Emergency Order**, and click on the **Submit** button.

This feature can only be accessed by an Order Authorizer.

B.3 Process an Emergency Order

After you click the **Submit** button on the **Authorize Purchase** page, the **Emergency Order** page is displayed. You process an Emergency Order by following the instructions on the page. The instructions state that "You must contact the supplier to confirm stock availability and to initiate the order. Please confer the **Delivery Order Number** to the supplier as this number will be used to reconcile billing for this order." Please note that you must call the supplier, speak to a representative, and manually enter the information you receive during that conversation into the application.

The supplier has the option of charging an **Emergency Processing Fee**. If the supplier does, then you must manually enter the amount the supplier quotes you into the **Emergency Processing Fee** box.

Click the **Submit** button to complete the order.